



Position Description

Date Posted:	July 20, 2018
Position Title:	Gate House Host
Immediate Supervisor:	Guest Services Manager
Category:	Part-time, Seasonal
Schedule:	Shifts available seven days per week, April through October
Benefits Eligible?	No

Mission Statement: The Kalamazoo Nature Center is a not-for-profit organization whose mission is to inspire people to care for the environment by providing experiences that lead them to understand their connection to the natural world.

Vision Statement: We envision a sustainable community supported by individuals with strong connections to the natural world.

Strategies for Impact: Education, Research, and Conservation

Customer Service Standards: Safety, Courtesy, Accuracy, and Cleanliness

Philosophy: Each member of the Kalamazoo Nature Center team is expected to actively support the KNC mission of connecting people to nature while representing the customer care standards which reflect the professionalism of our organization.

Summary of Position: The Gate House Host is responsible for providing the highest customer service as our first point of contact with the public through collecting admissions, greeting visitors, promoting memberships and answering questions with a commitment to the Kalamazoo Nature Center's customer care standards: safety, courtesy, cleanliness and accuracy.

Primary Duties:

- Pleasantly and promptly, greet visitors
- Provide quality customer service to everyone at the Nature Center
- Know the current programs, physical attributes and general background about the Nature Center in order to answer questions, give directions and as appropriate, offer suggestions to the visitor to ensure a positive and fulfilling experience

- Collect admissions efficiently, promptly, and with courtesy
- Gather and record data from members and non-members
- Perform support tasks for other staff as needed
- Inform guests about advantages of membership and provide applications as appropriate
- Work closely with other Guest Services Host staff as a team member

Desired Qualifications:

- Must be at least 18 years of age
- Experience with greeting the public and customer service experience
- Must enjoy working with diverse groups of people, including volunteers and staff
- Must be outgoing, able to maintain a sense of humor and interested in helping people
- Commitment to the Kalamazoo Nature Center mission
- Able to maintain a flexible schedule
- Self-starter and self-directed within established job parameters
- Must have some math and money experience
- Basic computer proficiency
- Maintain clean, professional image
- Willing and able to maintain highest standards of ethics, performance and customer service with regard to all aspects of Kalamazoo Nature Center
- Able to communicate effectively and diplomatically

The Kalamazoo Nature Center is an **equal opportunity organization** that will not discriminate in its programs or hiring practices on the basis of race, color, religion, sex, age, ethnic origin, physical or mental disability, veteran status, height, weight, sexual orientation or gender identity, marital status, or political affiliation.

To Apply: Send a cover letter, resume and names and phone numbers of three references to:

Development Department
Kalamazoo Nature Center
7000 N. Westnedge Avenue
Kalamazoo, MI 49009-6309
Fax: 269-381-2557
rmanni@naturecenter.org

The deadline to submit applications is: July 31, 2018